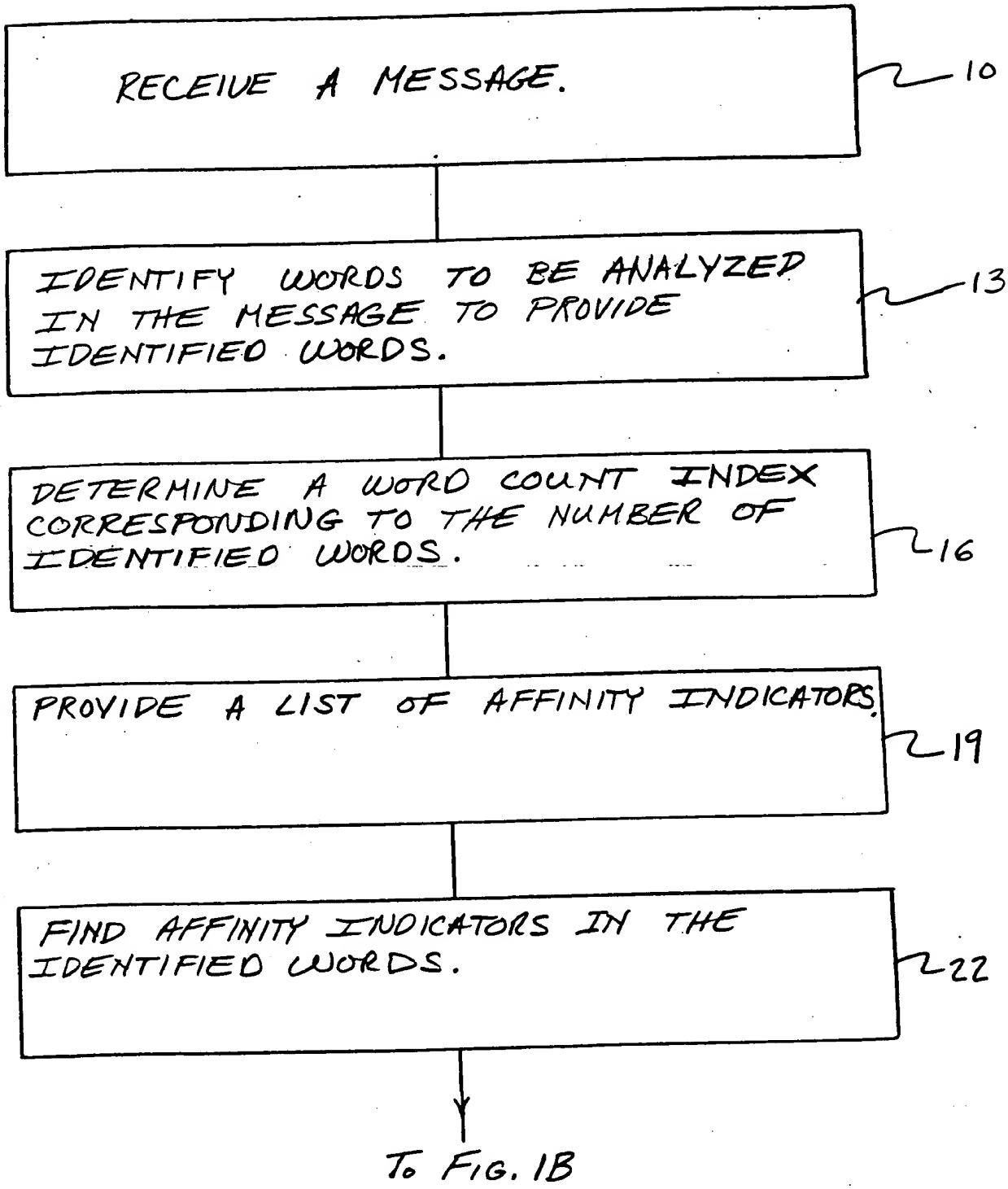
FIG. 1A


RECEIVE A MESSAGE.
10
IDENTIFY WORDS TO BE ANALYZED IN THE MESSAGE TO PROVIDE IDENTIFIED WORDS.
13
DETERMINE A WORD COUNT INDEX CORRESPONDING TO THE NUMBER OF IDENTIFIED WORDS.
16
PROVIDE A LIST OF AFFINITY INDICATORS.
19
FIND AFFINITY INDICATORS IN THE IDENTIFIED WORDS.
22
TO FIG. 1B

FROM FIG 1A

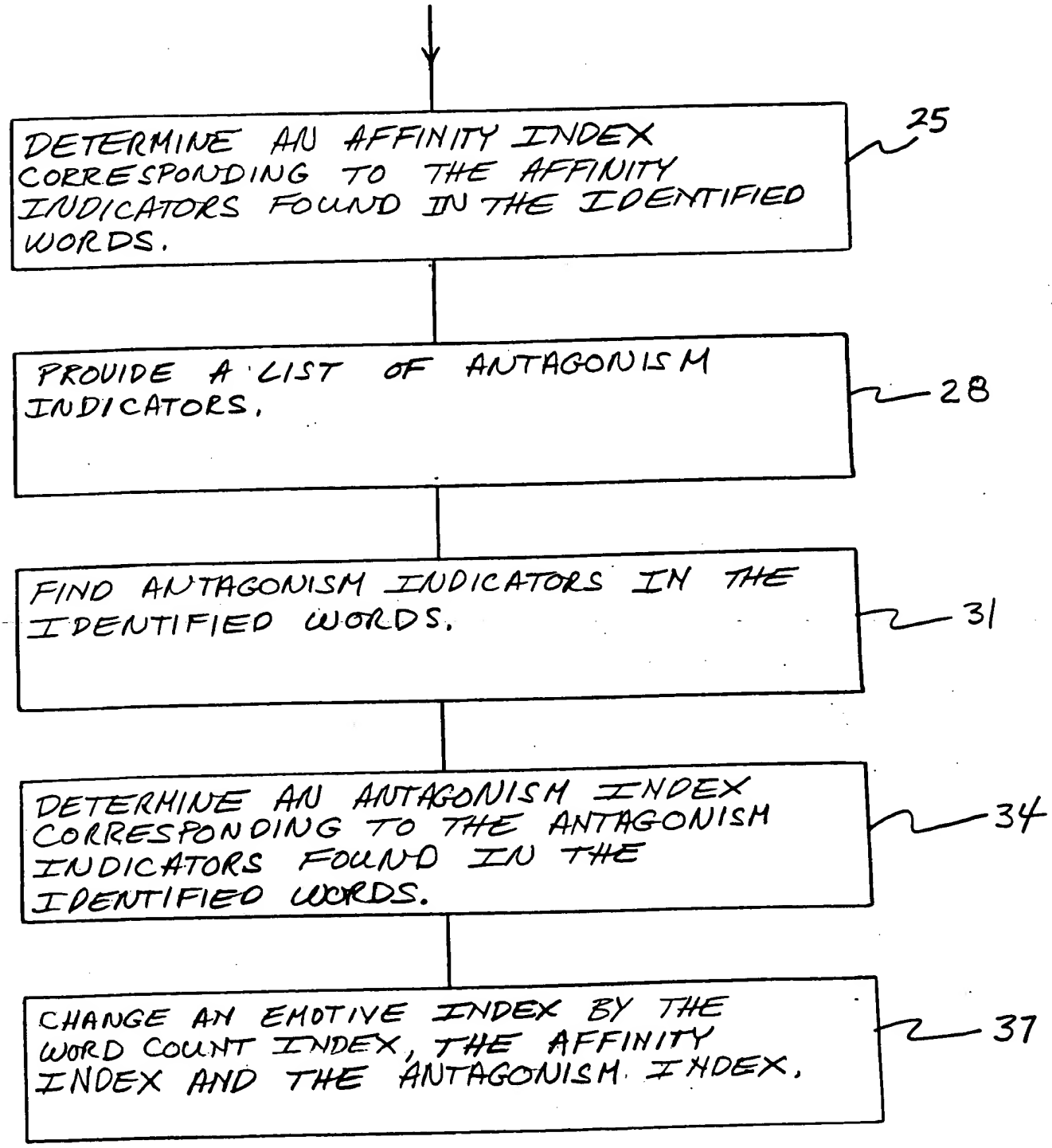


FIG. 1B

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.
LYCOShop
Get free e-mail
What are you N2
HotBot -
A FREE web-based e-m
>
***
Angelfire for your f
Subj:
Movies? TV Comm
-Forwarded Message:

FIG. 2

SAMPLING CLASS	INDICATOR	CASE SENSITIVE?
Competition	"amazon"	0
Competition	"cheaper"	0
Competition	"competition"	0
Competition	"competitor"	0
Competition	"compusa"	0
Competition	"dvdexpress"	0
Competition	"elsewhere"	0
Competition	"just have to"	0
Competition	"necx"	0
Competition	"netflix"	0
Competition	"pc connection"	0
Competition	"someplace else"	0
Competition	"somewhere else"	0
Competition	"totale"	0
Contented	" amaze"	0
Contented	" amazing"	0
Contented	" appreciate"	0
Contented	" elat"	0
Contented	" excellent"	0
Contented	" fabulous"	0
Contented	"good work"	0
Contented	" great"	0
Contented	" impress"	0
Contented	"look forward"	0
Contented	"looking forward"	0
Contented	" pleased"	0
Contented	" satisf"	0
Contented	" Wow"	0
Contradiction	"yet"	0
Contradiction	"although"	0
Contradiction	" but "	0
Contradiction	"despite"	0
Contradiction	"however"	0
Contradiction	"in spite of"	0
Defamation	"am going to tell"	0
Defamation	"badmouth"	0
Defamation	"everyone know"	0
Defamation	" spread the word"	0
Defamation	"will tell"	0
Delay	"delay"	0
Delay	" ever "	0
Delay	" everytime"	0
Delay	" long time"	0
Delay	"still have"	0
Delay	"taking so long"	0

FIG. 3A

SAMPLING CLASS	INDICATOR	CASE SENSITIVE?
Delay	" too long"	0
Derogatory	" awful"	0
Derogatory	" bad"	0
Derogatory	"bullshit"	0
Derogatory	" disorgani"	0
Derogatory	"dumb"	0
Derogatory	"lazy"	0
Derogatory	"outrageous"	0
Derogatory	"ridiculous"	0
Derogatory	" scam"	0
Derogatory	"screw up	0
Derogatory	"stupid"	0
Derogatory	"sucks"	0
Derogatory	"terrible"	0
Derogatory	"unacceptab"	0
Derogatory	"worst"	0
Emotional indicator	" angry"	0
Emotional indicator	"annoyed"	0
Emotional indicator	"disappoint"	0
Emotional indicator	"dissatisf"	0
Emotional indicator	"frustrat"	0
Emotional indicator	" pissed"	0
Emotional indicator	"pleased"	0
Emotional indicator	"upset"	0
Fault assessment	"bother"	0
Fault assessment	" mistake"	0
I AM	"I am"	0
I AM	"I'm"	0
Imperative	" Cancel "	1
Imperative	" Credit m"	1
Imperative	" Don't "	1
Imperative	" Refund m"	1
Imperative	" Reinstate "	1
Imperative	" Send "	1
Imperative	" Stop "	1
Imperative	" Tell "	1
Inconvenience	" inconvenien"	0
Inconvenience	" too late"	0
Inconvenience	" trouble "	0
Inconvenience	"very frustrat"	0
Inconvenience	" wasting"	0
Information	"any information"	0
Information	"no information"	0
Institution	" attorney"	0
Institution	" better business"	0
Institution	" consumer fraud"	0

FIG. 3B

SAMPLING CLASS	INDICATOR	CASE SENSITIVE?
Institution	"consumer protection"	0
Institution	" crime"	0
Institution	" criminal"	0
Institution	"file suit"	0
Institution	" law "	0
Institution	" laws"	0
Institution	" lawyer"	0
Institution	" prosecut"	0
Institution	" regulation"	0
Institution	"statute"	0
Institution	" sue"	1
Intensifier	"!!"	0
Intensifier	"deeply"	0
Intensifier	"extremely"	0
Intensifier	"I am very"	0
Intensifier	"I'm very"	0
Intensifier	" NOT "	1
Invective	" ass "	0
Invective	"-ass"	0
Invective	"asshole"	0
Invective	"bullshit"	0
Invective	"chrissake"	0
Invective	" damn"	0
Invective	"dipshit"	0
Invective	"fuck"	0
Invective	" god dam"	0
Invective	"goddam"	0
Invective	"god-dam"	0
Invective	"god's sake"	0
Invective	"godsake"	0
Invective	" shit"	0
Manager	"a manager"	0
Manager	" supervisor"	0
Matching	"beat"	0
Matching	"match"	0
Misinformation	"advised me"	0
Misinformation	"had known"	0
Misinformation	"informed me"	0
Misinformation	"led to believe"	0
Misinformation	" means"	0
Misinformation	"mislead"	0
Misinformation	"misled"	0
Misinformation	"misrepresent"	0
Misinformation	" notif"	0
Misinformation	" promise"	0
Misinformation	" say"	0

FIG. 3C

SAMPLING CLASS	INDICATOR	CASE SENSITIVE?
Misinformation	" surpri"	0
Misinformation	"was told"	0
Misinformation	"would have thought"	0
Misinformation	"would think"	0
Misinformation	"you told me"	0
Modal	"ould have"	0
Modal	"ould not have"	0
Modal	"ouldn't have"	0
Modal	"you need to"	0
Monetary	"$"	0
Monetary	"charge"	0
Monetary	"compens"	0
Monetary	"credit"	0
Monetary	"discount"	0
Monetary	" expens"	0
Monetary	"money"	0
Monetary	" pay"	0
Monetary	"price"	0
Monetary	"refund"	0
Monetary	" tax"	0
Negative	"cannot"	0
Negative	" no "	0
Negative	" none"	0
Negative	" not "	0
Negative	"n't"	0
Never	"never"	0
Never	"not ever "	0
Never	"n't ever"	0
Pricing	"price"	0
Pricing	"pricing"	0
Repetition	"again"	0
Repetition	"attempted"	0
Repetition	"each time"	0
Repetition	"every time"	0
Repetition	"everytime"	0
Repetition	"first time"	0
Repetition	"fourth time"	0
Repetition	"getting out of hand"	0
Repetition	" I keep"	0
Repetition	"keeps"	0
Repetition	"last time"	0
Repetition	"many time"	0
Repetition	"numerous"	0
Repetition	"once already"	0
Repetition	"originally"	0
Repetition	"second time"	0

FIG. 3D

SAMPLING CLASS	INDICATOR	CASE SENSITIVE?
Repetition	"several time"	0
Repetition	"third time"	0
Repetition	"times"	0
Repetition	" tried"	0
Repetition	"twice"	0
Severance	"another source"	0
Severance	"another vendor"	0
Severance	"business elsewhere"	0
Severance	" close my account"	0
Severance	"do business"	0
Severance	"lose a customer"	0
Severance	"lose business"	0
Severance	" lost a customer"	0
Severance	"somewhere else"	0
Severance	" will no longer"	0
Sorry	" my apolog"	0
Sorry	" my mistake"	0
Sorry	" sorry"	0
Sorry	" to apolog"	0
System error	"doesn't work"	0
System error	"error"	0
System error	"not work	0
System error	"pass word"	0
System error	"password"	0
System error	"user name"	0
System error	"username"	0
System error	"wont work"	0
System error	"won't work"	0
Thanks	"thank"	0
Thanks	"thanx"	0
Thanks	"thx"	0
Thanks	"tia"	0
Urgency	" asap"	0
Urgency	"HELP"	1
Urgency	" immediate"	0
Urgency	" now "	0
Urgency	" right away"	0
Urgency	" soon"	0
Urgency	" today"	0
Urgency	" urgen"	0
Wh-words	"How "	1
Wh-words	"What "	1
Wh-words	"When "	1
Wh-words	"Where "	1
Wh-words	"Who "	1
Wh-words	"Why "	1

FIG. 3E

SAMPLING CLASS	INDICATOR	CASE SENSITIVE?
Word Occurrence	" anymore"	0
Word Occurrence	" companies"	0
Word Occurrence	" complaint"	0
Word Occurrence	" continue"	0
Word Occurrence	" decided"	0
Word Occurrence	"everytime"	0
Word Occurrence	"explain"	0
Word Occurrence	"feedback"	0
Word Occurrence	" hear"	0
Word Occurrence	"helpful"	0
Word Occurrence	" holding"	0
Word Occurrence	" informed"	0
Word Occurrence	" known"	0
Word Occurrence	" numerous"	0
Word Occurrence	" point"	0
Word Occurrence	" refund"	0
Word Occurrence	" spending"	0
Word Occurrence	" taking "	0
Word Occurrence	" till"	0
Word Occurrence	" trust"	0

FIG. 3F

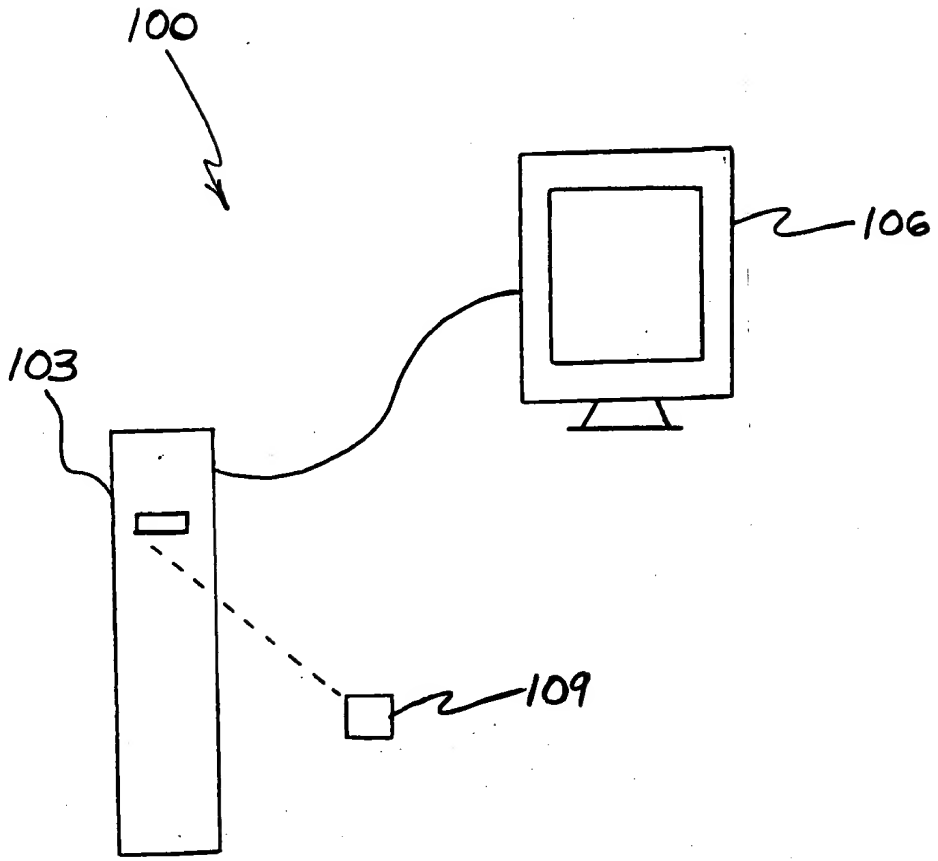

FIG. 4